

Andy Chan

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PROFESSIONAL PROFILE

Five-year track record of customer service, sales and management experience with an aptitude for verbal/written communication and technology. Strong language skills in **Mandarin, Cantonese, Spanish, and French.**

EXPERIENCE

Server · Mas Malo Restaurant · 2015 – Present · Downtown Los Angeles, CA

- Top performer in sales and sales competitions generating over \$2k daily.
- Outstanding customer service in person and over the phone.
- In-depth product knowledge of food, spirits, liquors, tequilas, and wine varietals.
- Expertise in ALOHA POS and Open Table software.

Social Media & Writing Contributor · FLAUNT Magazine · 2015 – 2016 · Hollywood, CA

- Kept abreast with ever-changing algorithm, trends, insights, and reach to create high viral content on Instagram.
- Supported team of editors with research, copywriting, interviews, fact checking, phone calls and transcriptions.
- Shot original content on Nikon DSLR and edited photos with Adobe Photoshop and Lightroom.
- Backend/Frontend development using Wordpress to access servers and databases, to update archived articles to current tabs, and to add new tags to increase SEO optimization.

Manager · Din Tai Fung Restaurant · 2013 – 2015 · Arcadia, CA

- Generated \$40-50k daily by overseeing customer service and forecasting operations for four restaurants.
- Adopted HotSchedules software to more efficiently schedule staff of over 100 employees and trained employees on use of the web and mobile app.
- Opened new branch in Orange County and trained entire service and management staff under strict deadlines.
- Processed records, data analysis and reports on inventory and customer feedback with MS Excel.
- Troubleshoot OPUS, ALOHA POS, routers, printers and switches.

Marketing Coordinator · College Launch · 2012 – 2013 · Pasadena, CA

- Utilized Constant Contact to craft weekly E-newsletters for marketing promotions, workshops, and programs.
- Supported staff in clerical duties, data entry, and updated/maintained e-mail databases using Constant Contact.
- Researched and compiled detailed marketing profiles for potential clients with GoogleDocs.

TECHNICAL SKILLS & PROFICIENCIES

- Desktop, laptop, monitor, printer, and scanner installation, imaging, configuration and support.
- Wordpress, Microsoft Excel, Word, Powerpoint, Google Docs, Dropbox, Skype, Constant Contact, HotSchedules.
- Adobe Photoshop, Adobe Lightroom, Adobe Premier, iMovie.

EDUCATION

BA in Comparative Literature & Theater, **UC Berkeley 2011**

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